

REVISED

ELDERLY AND DISABLED TRANSIT ADVISORY COMMITTEE (EDTAC)

Committee Meeting Minutes
Phone conferencing
Wednesday, September 13, 2017
1:00 – 2:00 pm

The Elderly and Disabled Transit Advisory Committee (EDTAC) met Wednesday, September 13, 2017 at 1:00 pm via phone conferencing.

In attendance:

EDTAC Members

Addie Pack, Chair
Debbie Dunlap
Bruce Fisher
Ken Moore, CHEER
Kathleen McCool

DTC Representatives

Belinda Strickland, ADA Compliance Specialist
Marcella Brainard, Chief Manager Mobility
Margaret Webb, Paratransit Manager
Corey Burris, Customer Service Manager

Guest:

Patrick Lewandowski(Consumer)

Members Absent

Melissa Martin, Vice Chair
Mary Greer
Diane Schilling
Brian Eng
Blake Roberts
Darlene Cole

Call to Order

Round Table Introductions

On Time Performance data was presented by Margaret Webb, Paratransit Manager.
The following data ran for August of 2017:

New Castle

ADA Trips 81% on time (Trips 35,040)

Demand response 80% (Trips 7,487)

Kent

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ADA Trips 92% on time (Trips 9,418)

Demand response 92% (Trips 5,748)

Sussex

ADA Trips 87% (Trips 8,800)

Demand response 88% (Trips 9,215)

- **Fare Policy Review Update:** Per Brian Baker from DeIDOT there were no updates regarding the mobile fare app. The minutes from that meeting were read by Belinda Strickland to update committee members who were not present at the meeting held on August 16, 2017. DTC is looking to move towards using mobile apps. An RFP will be out for bids in October 2017. The app can be used on androids and apple phones and tablets. Things discussed were:
 - Interfacing with existing process
 - Trip Planning features
 - Paratransit and Fixed Route will both be tested
 - Have YouTube video to show individuals how to use the app
- **Updates from DTC**

Mobility: Marcella informed the committee the Contract Trips pilot program with Cheer and Easter Seals is now going to be a full time program. DTC will be looking to form partnerships with other agencies.

Operations: Margaret wanted to give an update for Carmela for Eligibility that there have been no requests for Travel Training since the July 1, 2017 fare increase.

Customer Service: Corey announced the Public Hearing and the schedule for the Fixed Route December 2017 service change.

Addie asked that if there was anything the committee wanted to have on the next meeting's agenda please contact Melissa Martin, vice chair.

ADJOURN

Next Meeting: November 8, 2017 1:00-3:00